



Contact Center Utilization



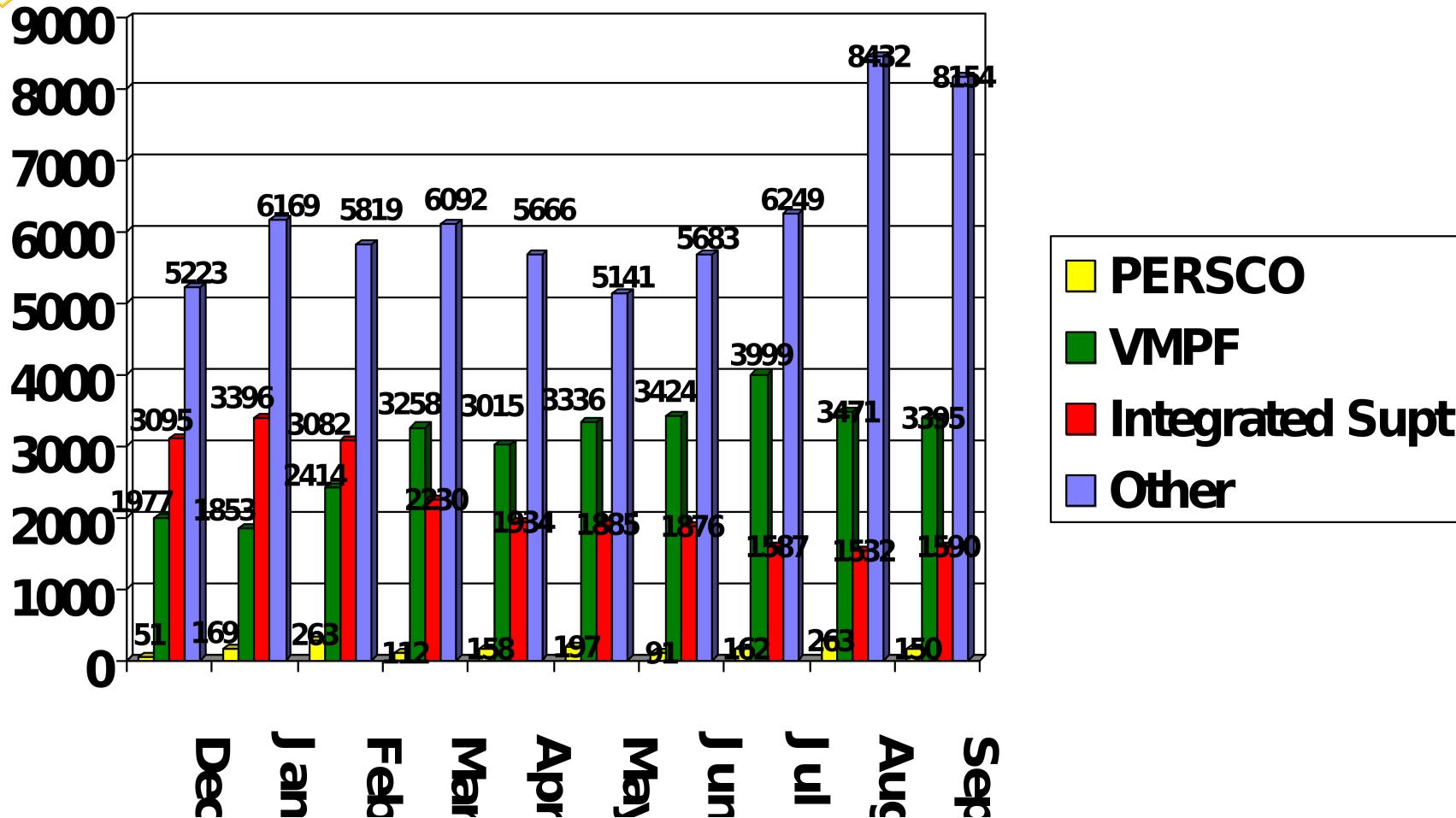
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MAIL
FAX
WALK-IN
Right Now Web
VOICE MAIL
PHONE
E-MAIL

OCT NOV DEC JAN FEB MAR APR MAY JUN JUL AUG SEP



Contact Center Functionality



- Phase I - PERSCO Support 15 Jan 04
- Phase II - vMPF Apps Mandatory 15 Mar 04



Current Breakout by Tier

